



<b>Job Title</b>	<b>Public Safety Communications Supervisor</b>	<b>FLSA Status</b>	<b>Non-Exempt</b>
<b>Band</b>	<b>SUP</b>	<b>Probationary Period</b>	<b>12 Months</b>
<b>Zone</b>	<b>3</b>	<b>Job Code</b>	<b>12761</b>

### Class Specification – Public Safety Communications Supervisor

#### Summary Statement:

The purpose of this position is to provide critical oversight for communications operations which provide essential public safety services; ensures work quality and adherence to established policies and procedures, to supervise, assign, review, and participate in the work of staff that is responsible for public safety services; and provide excellent customer service. This is accomplished by supervising assigned technicians and dispatchers as they process incoming calls; operating radio consoles; maintaining certifications; determining and maintaining adequate staffing levels; monitoring adherence of all policies and procedures and general orders of subordinate employees. Monitors management of public safety resources; investigates both internal and external complaints; and ensures a variety of equipment and tools are operational by troubleshooting and repairing or arranging for the repair of tools and equipment. Other duties include developing and maintaining databases and forms; coordinating training; attending meetings and participating in committees; reviewing applications; developing policies and procedures; acting as liaison between supervisors and employees; and providing mentoring and training.

<b>Essential Functions</b>	Note: Regular and predictable attendance in the performance of this job is an essential function.
<b>Time %</b>	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
40%	Oversees the operation of the communications center and supervises the transition to operations of the backup communications center, if necessary.
20%	Generates reports and ensures that all activities and operations are in compliance with laws, regulations, and ordinances.
15%	Participates in the new hire process, supervises staff, schedules work, overtime, and vacations, completes employee evaluations, and designs and implements training.
10%	Participates in the development and implementation of policies and procedures.
10%	Ensures all equipment is functioning properly, and recommends related repairs and maintenance.
5%	Maintains communications center accreditations and individual employee certifications.



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### **Competencies Required:**

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

### **Technical Skills:**

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

### **Relevant Background and Formal Education:**

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED) supplemented by specialized training in dispatch communications or a related field.

Experience: Three years of full-time public safety communications and/or dispatch experience including one year of administrative and/or lead supervisory experience/responsibility.

### **Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.

CPR certification (cardiopulmonary resuscitation)	Within 3 months of start date
NAED EMD	Within 3 months of start date
EPD	Within 3 months of start date
EFD	Within 3 months of start date
CBI (certification in CCIS/NCIC)	Within 3 months of start date
ICS 100, 200, 300, 700	Within 3 months of start date
NCMEC	Within 3 months of start date
Certifications required in accordance with standards established by departmental policy.	



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#### **Supervision Exercised:**

Work requires supervising and monitoring performance for a regular group of employees or department including providing input or hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.

#### **Supervision Received:**

Receives Limited Directions: The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.

#### **Fiscal Responsibility:**

This job title oversees budget preparation of a division or department budget. Reviews and approves expenditures of significant budgeted funds for the department or does research and prepares recommendations for organization-wide budget expenditures.

#### **Physical Demands:**

Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly  
Walking or standing to a significant degree

<b>Environmental Conditions:</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.



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**Specialized Computer Equipment and Software:** Quick Response, CAD, CCIS/NCIC, CJIS, LERMS, ProQA, MS Office, Contact Map, twitter, Facebook, Citizen Observer, 3si, CSU database, and BOSS3.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original date: July 2014